

Substitute for form 1449A/PTO

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

(use as many sheets as necessary)

Sheet	1 of 2	Attorney Docket Number	52493.000312
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U.S. PATENT DOCUMENTS

*Examiner Initials	Cite No.	DOCUMENT NUMBER Number - Kind Code (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
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Substitute for form 1449/PTO		Application Number	10/602,593	
INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>		Filing Date	June 25, 2003	
		First Named Inventor	Steven TIVEY et al.	
		Art Unit	3629	
		Examiner Name	Gabrielle A. MCCORMICK	
Sheet	2 of 2	Attorney Docket Number	52493.000312	
OTHER DOCUMENTS - NON-PATENT LITERATURE DOCUMENTS				
*Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published		TRANSLATION <input type="checkbox"/> YES <input type="checkbox"/> NO
		www.netlingo.com/lookup.cfm?term=synchronization		<input type="checkbox"/> <input type="checkbox"/>
		Business Wire. "MarketSoft's Leads Wins Call Center Solutions Editors' Choice Award". Business/Technology Editors. Business Wire. New York: Aug. 25, 1999. pg. 1		<input type="checkbox"/> <input type="checkbox"/>
		Leadtrack.com: pages documented from the Internet Archive on July 21, 2001 (http://web.archive.org/web/20010806083606/leadtrack.com/screen-customer.html); http://web.archive.org/web/20011117000929/www.leadtrack.com/sysrequire.html ; http://web.archive.org/web/20010806085400/leadtrack.com/screen-desktop.html ; http://web.archive.org/web/20010806080042/leadtrack.com/appfeatures.html ; http://web.archive.org/web/20010801185319/leadtrack.com/features.html ; http://web.archive.org/web/20010811025743/leadtrack.com/reports/terr.gif .)		<input type="checkbox"/> <input type="checkbox"/>
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